



	Subclass	ISSUE CLASSIFICATION
Class		

PATENT NUMBER

## BEST AVAILABLE COPY

## U.S. UTILITY Patent Application

O.I.P.E.

PATENT DATE

SCANNED 10/1 Q.A. AA

APPLICATION NO. 09/751303	CONT/PRIOR D	CLASS 707 715	SUBCLASS 513	ART UNIT 2170 478	EXAMINER Schlager Henderson
------------------------------	-----------------	------------------	-----------------	----------------------	-----------------------------------

APPLICANTS Brian Sterling  
Alex Johnson

Method and system for customer support

TITLE

PTO-2040  
12/99

ISSUING CLASSIFICATION					
ORIGINAL		CROSS REFERENCE(S)			
CLASS	SUBCLASS	CLASS	SUBCLASS (ONE SUBCLASS PER BLOCK)		
INTERNATIONAL CLASSIFICATION					
<input type="checkbox"/> Continued on Issue Slip Inside File Jacket					

<input type="checkbox"/> TERMINAL DISCLAIMER	DRAWINGS			CLAIMS ALLOWED	
	Sheets Drwg.	Figs. Drwg.	Print Fig.	Total Claims	Print Claim for O.G.
<input type="checkbox"/> The term of this patent subsequent to _____ (date) has been disclaimed.	(Assistant Examiner) _____ (Date) _____			NOTICE OF ALLOWANCE MAILED	
<input type="checkbox"/> The term of this patent shall not extend beyond the expiration date of U.S Patent. No. _____	(Primary Examiner) _____ (Date) _____			ISSUE FEE	
<input type="checkbox"/> The terminal _____ months of this patent have been disclaimed.	(Legal Instruments Examiner) _____ (Date) _____			ISSUE BATCH NUMBER	

## WARNING:

The information disclosed herein may be restricted. Unauthorized disclosure may be prohibited by the United States Code Title 35, Sections 122, 181 and 368. Possession outside the U.S. Patent & Trademark Office is restricted to authorized employees and contractors only.

Form PTO-436A  
(Rev. 6/99)FILED WITH:  DISK (CRF)  FICHE  CD-ROM

(Attached in pocket on right inside flap)

(FACE)